

	GDIT																			Overall Total
		Weekly Report					Month													
		07/31/2021	07/24/2021	07/17/2021	07/10/2021	07/03/2021	June	May	Apr	Mar	Feb	Jan	Dec	Nov	Oct	Sep	Aug*	Jul*		
Index	# Indexes assigned (all metrics based on the workload assigned for the week)	4,543	3,839	2,785	1,911	1,500	3,371	2,677	2,270	3,098	10,081	24,906	22,257	15,013	8,155	4,940	5,393	4,127	120,249	
	# Indexes Complete	2,907	2,469	1,748	1,285	1,014	2,188	1,851	1,632	2,082	7,389	19,434	18,308	12,448	6,722	4,119	4,211	3,313	92,737	
	% Indexes Complete	64.2%	64.5%	62.9%	67.5%	68.2%	65.2%	69.7%	72.4%	67.6%	73.9%	78.2%	82.3%	83.0%	82.5%	83.5%	78.3%	80.5%	77.3%	
	# Indexes unreachable (Max Attempts)	1,636	1,370	1,037	626	486	1,183	826	638	1,016	2,692	5,472	3,949	2,565	1,433	821	1,182	814	27,512	
	% Indexes unreachable (Max Attempts)/(Assigned - missing phone numbers)	36.1%	35.8%	37.3%	32.9%	32.7%	35.3%	31.1%	28.3%	33.0%	26.9%	22.0%	17.8%	17.1%	17.6%	16.6%	22.0%	19.8%	22.9%	
	# Indexes Attempted calls (all completions + at least 1 attempt)	4,530	3,830	2,777	1,905	1,486	3,356	2,655	2,254	3,082	10,001	24,848	22,239	14,994	8,146	4,935	5,380	4,113	119,924	
	Average time from Index Received to Index Reached	0:09:50:29	0:08:56:47	0:09:47:31	0:09:05:36	0:09:57:50	0:09:32:09	0:09:30:23	0:16:54:28	0:15:48:17	0:12:56:26	0:14:06:23	0:15:26:27	0:18:09:09	1:03:37:54	1:18:30:04	3:00:08:49	3:09:45:56	1:01:48:18	
	Average Index Handle Time	0:00:14:35	0:00:13:35	0:00:13:56	0:00:14:19	0:00:14:58	0:00:15:06	0:00:15:42	0:00:16:55	0:00:15:30	0:00:13:57	0:00:13:50	0:00:13:31	0:00:13:02	0:00:13:58	0:00:13:04	0:00:12:45	0:00:14:01	0:00:13:47	
	% Indexes completed within 24 hours of assignment (remove missing phone numbers from denominator)	52.4%	58.1%	55.3%	60.2%	63.5%	58.1%	58.2%	57.3%	55.8%	63.2%	66.6%	71.8%	72.6%	72.2%	68.9%	58.1%	52.5%	65.5%	
	% Indexes attempted calls within 24 hours of assignment (all completions + at least one attempt)	99.9%	100.0%	100.0%	99.9%	99.8%	99.8%	100.0%	99.8%	99.9%	99.9%	100.0%	99.9%	99.9%	99.9%	99.8%	99.7%	97.1%	99.8%	
Contacts	# contacts generated	5,083	4,258	3,141	2,455	1,914	4,201	3,669	3,548	3,739	13,360	39,110	48,338	36,842	21,074	14,495	9,572	6,923	220,964	
	# contacts generated per Index Complete	1.7	1.7	1.8	1.9	1.9	1.9	2.0	2.2	1.8	1.8	2.0	2.6	3.0	3.1	3.5	2.3	2.1	2.4	
	# contacts complete	4,448	3,729	2,710	2,097	1,556	3,444	3,068	3,070	3,493	12,742	36,686	43,040	32,579	18,426	12,757	8,725	6,388	198,413	
	% contacts complete	87.5%	87.6%	86.3%	85.4%	81.3%	82.0%	83.6%	86.5%	93.4%	95.4%	93.8%	89.0%	88.4%	87.4%	88.0%	91.2%	92.3%	89.8%	
	# contacts unreachable (Max Attempts + missing phone numbers)	615	529	431	358	358	757	601	478	246	618	2,424	5,298	4,263	2,648	1,738	847	535	22,531	
	% contacts unreachable (Max Attempts + missing phone numbers)	12.1%	12.4%	13.7%	14.6%	18.7%	18.0%	16.4%	13.5%	6.6%	4.6%	6.2%	11.0%	11.6%	12.6%	12.0%	8.8%	7.7%	10.2%	
	# contact attempted (all completions + at least 1 attempt)	5,083	4,258	3,141	2,455	1,914	4,201	3,669	3,548	3,739	13,360	39,110	48,338	36,842	21,074	14,495	9,572	6,923	220,964	
	Average Time from Contact Generated to Contact Reached	0:08:22:28	0:21:00:56	1:00:50:02	1:01:52:04	1:02:47:54	0:23:51:14	0:20:48:48	1:02:21:14	2:02:20:35	1:10:49:12	1:09:55:17	1:14:48:03	2:11:39:39	3:20:29:07	4:22:31:41	4:16:38:35	5:17:05:55	2:18:41:10	
	Average Contact Handle Time	0:00:16:03	0:00:13:35	0:00:13:09	0:00:13:55	0:00:13:44	0:00:14:29	0:00:15:01	0:00:14:16	0:00:12:38	0:00:12:44	0:00:12:32	0:00:12:10	0:00:11:17	0:00:11:25	0:00:10:45	0:00:10:19	0:00:13:47	0:00:12:12	
	% contact completed within 24 hours of receipt of contacts (remove missing phone numbers from denominator)	77.6%	70.9%	68.2%	68.9%	64.5%	66.0%	69.5%	70.6%	72.3%	76.7%	76.7%	73.3%	69.8%	67.0%	64.1%	60.6%	63.0%	70.9%	
	% contacts attempted calls within 24 hours of receipt (all completions + at least one attempt)	99.4%	99.3%	99.5%	99.4%	99.0%	99.3%	99.9%	99.6%	99.5%	99.3%	99.1%	99.4%	99.5%	99.5%	99.0%	99.0%	97.6%	99.3%	
	Average Time from receipt of initial case name to full completion of all related contacts	0:18:09:58	1:06:01:25	1:07:38:22	1:02:54:52	1:10:17:19	1:05:37:03	1:04:04:44	1:10:15:52	2:09:00:17	1:17:29:42	1:19:10:54	2:04:55:32	3:07:10:38	4:10:55:57	6:07:43:34	5:11:49:55	6:19:26:41	3:09:24:51	